IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

) Confirmation No.: 2257
) Group Art Unit: 3622
Applicants: LOWERY) Examiner: Retta, Yehdega
Application No.: 10/061,129) AMENDMENT and RESPONSE to Final
Filing Date: November 13, 2001) Office Action mailed July 24, 2007
For: METHOD AND APPARATUS FOR FACILITATING COMMUNICATION REGARDING A CUSTOMER) Attorney Docket No.: G04.014
	 PTO Customer Number 67338 Buckley, Maschoff & Talwalkar LLC Attorneys for General Electric Company 50 Locust Avenue New Canaan, CT 06840

Mail Stop RCE (via EFS) Commissioner for Patents P.O. Box 1450 Alexandria, VA 22313-1450

Sir:

In response to the Final Office Action mailed July 24, 2007, please amend the above-identified application as follows:

Amendments to the claims are reflected in the listing of claims which begins on page 2 of this paper.

Remarks begin on page 14 of this paper.